

Exhibit B: Scope of Work for Custodial Services at Police District Four

2945 S. Miami Boulevard, Suites 133,134,135, and 136

GENERAL: It is the intention of this Scope of Work to set forth the requirements and conditions for performing custodial cleaning services (**Monday thru Saturday**) at the above location. Landlord shall contract and provide the required services in these areas and said custodial contractor shall be qualified to furnish a complete and efficient custodial service, including all labor, supervision, cleaning materials and equipment. The custodial contractor shall perform each task as stated according to the work schedule and Scope of Work (which includes specifications, Contractor responsibilities and special conditions) without prodding or reminders by the tenant/ City.

ACCESS AND RESTRICTED AREAS

The Landlord's custodial contractor must provide to the City's designee the name, birth date, social security number and a copy of a photo ID for each employee being assigned to the substation. The City will conduct a background check of each assignee and determine acceptability to grant access. Those accepted will be issued an ID/access card that enables entry to the building during contract hours. No one who has not gone through this process may be assigned to this location.

The City's designee may grant or enable interior access at their discretion. Any area(s) designated as "restricted" will remain so, unless otherwise changed by the City's Designee. Contractor's employees will be accompanied by staff when cleaning is required in any of the restricted areas. The City may identify, as it becomes necessary, any area(s) restrictive or non-restrictive without notification to the Contractor. Contractor will not be held liable for failing to clean any area to which they have not been granted access.

WORK TIME DESIGNATION

- A. **"Daily" shall mean once per designated day.** The Facility is required to be cleaned and stocked between the hours of 8:00 am – 4:30 pm. The work week will be **Monday, Wednesday, Friday and Saturday** unless otherwise designated. Exceptions to this cleaning schedule must be submitted in writing to the City's Designee stating the reason for changing the cleaning hours. The City's Designee as identified throughout this Contract is City of Durham Police District 4 Commander. Exceptions will be granted by written notice; no other allowances for cleaning time shall be made.
- C. **"Weekly" shall mean one (1) time** per week as determined by the City's Designee and will remain the day determined for the Contract period.
- D. **"Monthly" shall mean once** per calendar month, at least four (4) weeks apart, to be determined by the City's Designee.

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- E. **“Bi-annually”** shall mean twice per year with first work to be performed within the first **60 days** of the contract year and at approximately **six (6) months** thereafter. Specific dates will be determined by the City’s Designee.
- F. **“Annually”** shall mean once per year, with work to be performed within the first **90 days** of the contract year. Specific dates to be determined by the City’s Designee.
- G. **“As needed”** shall mean at such times as to be deemed necessary by the Contractor and the City’s Designee.

MATRIX:

RESTROOMS and LOCKER ROOMS	Minimum Frequency
Empty trash cans, clean using germicidal cleaner and replace liners	Daily
Sweep and damp mop entire floor area	Daily
Scour, wash, disinfect all sinks, countertops, toilet bowls, seats, urinals, shower stalls	Daily
Clean all mirrors	Daily
Polish all bright metal faucets and enamel surfaces	Daily
Clean walls around sinks, urinals and partitions using germicidal cleaner	Daily
Refill all dispensers (toilet tissue, hand/paper towels, disinfectant hand soap)	As- Needed
Mop floors	Daily
Spray buff tile floors	Weekly
Strip and refinish floors	Bi-Annually
Clean air vent covers	Monthly
BREAKROOM/KITCHEN AREA	
Empty trash cans, clean using germicidal cleaner and replace liners	Daily
Sweep and damp mop entire floor area	Daily
Scour, wash, disinfect all sinks, countertops, toilet bowls, seats, urinals, shower stalls	Daily
Polish all metal and metal plated fixtures, sinks and drinking fountains	Daily
Clean and disinfect all countertops, tables and sinks; spot clean walls	Daily
Refill all dispensers (hand/paper towels, disinfectant hand soap)	As-Needed
Mop floors	Daily
Strip and refinish floors	Bi-Annually
Clean air vents	Monthly
Dust tops of vending machines and appliances	Weekly
CONFERENCE ROOM/ASSEMBLY AREA	
Vacuum under tables, chairs and around furniture	Daily
Dust and clean furniture and conference table	As-Needed
Spot clean carpet to remove and keep floor free from stains	Daily

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Clean air vent covers	Monthly
EXTERIOR and INTERIOR GLASS AND DOORS	
Hallways, doors, etc, shall remain free of hand/fingerprints, smudge, tape, etc	Daily
Entrance/Exit doors and surrounding glass shall remain clean	Daily
Cleaning of Exterior windows	Annually
Empty/Clean ash and trash receptacles	Daily
LOBBY/HALLWAYS/ OFFICES/INTERVIEW ROOMS/OPEN AREAS	
Sweep and damp mop flooring (MCT)	Daily
Vacuum carpet	Daily
Spot clean carpet to remove and keep floor free from stains	Daily
Clean baseboards	Monthly
High dust and clean air vents	Monthly
Clean window and door glass, polish metal work	Daily
High dust walls and spot clean	Monthly
Dust all surfaces	As-Needed
Spray buff tile floors	Weekly
Strip and refinish floors	Bi-Annually
Shampoo carpet and clean in accordance with manufacturer's recommendations (we will investigate specifics and supplement next week)	Bi-Annually
Empty trash cans	Daily
High and low dusting	Monthly
Clean air vents	Monthly
Entrance should be clean of debris and trash	Daily
Dust windows/sills and blinds	Monthly
CUSTODIAL CLOSET	
Keep neat, clean and orderly at all times	Daily
Clean all spills immediately	Daily
Ensure all containers are properly labeled and stored	Daily
Material Safety Data Sheets (MSDS) are available at all times	Daily
OTHER AREAS-any areas not previously addressed	
Empty trash cans, replace liners	Daily
Sweep and damp mop floors/vacuum carpet	Daily
Spot clean walls	As-Needed

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SPECIFICATIONS:

THESE REQUIREMENTS ARE GIVEN AS GENERAL GUIDELINE TO ESTABLISH A MINIMUM QUALITY OF SERVICE FOR EACH CLEANING ACTIVITY TO BE PROVIDED. THE PROVIDE DEFINITIONS FOR THE TERMS USED IN THE SCOPE OF SERVICES MATRIX.

A. GENERAL CLEANING

1. **Pick-up trash:** Bag and place in dumpster or rollout containers, leaving area neat and free of trash. Do not remove items that are not trash; leave items that are placed purposefully (such as books, manuals, cardboard boxes not labeled as trash, etc.) where they are found.

B. HARD SURFACE FLOORS

1. **Sweep:** Using soft hair brooms sprayed with an oil-free sweeping compound. Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be loosened with the broom shall be loosened sufficiently to allow removal by sweeping.
2. **Dust Mop:** Using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surface uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to allow removal by dust mopping. Dust mops should always be kept clean to insure proper cleaning.
3. **Damp Mop:** Using a clean mop and clean water . Dust mop the floor immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains and film. Scrub heavily soiled areas as needed with mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture, and other adjacent surfaces. A high gloss will be maintained. If a strong cleaning solution is used; the floor shall be rinsed with clean water. Cleaning solution should be strong enough to remove soil, but not floor finish. Damp mop shall mean the mopping of uncarpeted floors with a chemically/germicidal treated mop.
4. **Spray Buff:** Using a floor polishing machine and clean water or floor finish compatible with floor finish on the floor. Floors shall be damp mopped immediately before spray buffing. Spray buff until the floor is dry and glossy. Dust mop the floor after buffing to remove all loose Floor finish residue.
5. **Strip and refinish (vinyl tile):** Remove all old floor finish and stubborn soils and stains using an automatic scrubber o other equipment and liquid stripping solution. Strip areas in corners at baseboards, and other areas inaccessible to equipment by hand or other methods as necessary. The floor shall be left clean, dry, free of stripping solution, old finishes and ready for new finish. Four (4) coats of floor finish shall be applied evenly and shall cover the entire floor surface. Between each coat, the finish is to be allowed to dry and a final buffing applied after the final coat dries.

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6. **Scrub and Disinfect:** Scrub floor using a mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor, and film. Sweep or dust mop before scrubbing to remove loose dirt and dust. Also, wipe baseboard with a clean cloth or sponge germicidal cleaner.

NOTE:

When floor cleaning activity is being done during periods subject to heavy (foot) traffic, such cleaning shall be accomplished in sections to allow for a traffic lane. In addition, appropriate signage (such as a wet floor) shall be placed in visible area where cleaning is being done.

C. CARPETED FLOORS

1. **Vacuum:** Using a commercial type vacuum that incorporates brushing or beating action. Carpet shall be left clean of all dust, and loose and embedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains. Areas not accessible with beating type vacuum cleaner shall be cleaned with wand attachment or portable vacuum. Carpet must be kept free of dirt, dust and stains. Carpet pile must not be allowed to become flat or matted.

2. **Carpet Cleaning and Shampooing:** Using a method safe for all carpets, and quick-drying. Immediately before cleaning vacuum, spot clean, and pre-treat heavily soiled areas. Moveable furniture (not including desks, large tables, file cabinets, credenzas and shelving units) shall be moved before cleaning and shall be moved back into place after the carpet is cleaned, placing all furniture on moisture barriers if carpet is damp. Spin bonnet carpet if it is not heavily soiled.

D. WALLS

1. **Dust:** Dust walls, moldings, door frames, and tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.

2. **High Dusting:** Dust walls and moldings above seven (7) ft. high, using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.

3. **Spot Clean:** Using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains and streaks.

4. **Scrub and Disinfect:** Scrub and disinfect walls, including switch plates and hardware, and vertical grills and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected and free of streaks, stains, mildew, odor and film.

E. FIXTURES AND FURNITURE

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1. **Clean and Disinfect Water Fountains:** Clean metal type fountains using a germicidal cleaner and polish sides of the fountain with a clean cloth, leaving the water fountain clean and free of streaks and film. Clean fountains using a germicidal cleaner and dry with clean cloth. Polish all exposed bright metal faucets, chrome traps and enameled surfaces.
2. **Dust Furniture:** Dusting includes window sills and conference room furniture using a cloth treated with non-oily dressing to remove all dust, loose dirt, and webs. Dust only those surfaces that are cleared of papers.
3. **Dust Blinds:** Using a cloth treated with a non-oily dressing to remove all dust, loose dirt and webs.
4. **Clean Floor, Wall and Door Grilles and Louvers:** Dust using finger duster or cloth treated with non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
5. **Clean Ceiling Grilles and Louvers:** Dust using finger duster or cloth treated with non-oily dressing, or vacuum to remove all dust, loose dirt, lint, and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
6. **Clean Rug Type Mats:** Clean interior and exterior rug type mats by vacuuming to leave mats clean of all loose dirt and soil.
7. **Scrub Rug Type Mats:** Scrub rug type mats with cleaning solution and scrubbing machine to leave the mat completely clean of embedded soil.
8. **Empty and Clean Ash Receptacles:** Clean the sand-in-sand type with sand screen or sieve to remove all butts and ashes and other debris.
9. **Empty Trash Cans:** Bag trash and place in dumpster or rollout containers. Replace trash can liners with new liners compatible with trash can size. Dumpster area must remain clean and clear of any trash. If dumpsters are full or have a trash overflow, please contact the City's Designee.

F. RESTROOM FIXTURES AND ACCESSORIES

1. **Clean and Disinfect Toilet Fixtures:** Includes toilet bowls, urinals, sinks, etc., using a clean cloth, brush or sponge and a germicidal cleaner. (Do not use same cloth or sponge for toilet bowls and urinals for any other surfaces). Thoroughly scrub all surfaces, including outside of fixtures, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits and film. Wipe dry with a clean cloth after scrubbing.
2. **Clean and Disinfect Toilet Accessories:** Includes dispensers, mirrors, partitions, etc., using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and disinfected and free from streaks, stains, mildew, odor and film. Wipe all surfaces dry with a clean cloth and polish metal surfaces.

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G. GLASS

- 1. Clean Door Glass:** Clean both sides and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects and foreign material shall be cleaned for sashes, sills and jambs.
- 2. Clean Interior Windows/Glass:** Clean and wipe dry leaving glass free of streaks and smudges. All dirt, grease, insects and foreign material shall be cleaned from sills.

H. EXTERIOR

- 1. Clean Building Entrance Areas:** Clean area outside building perimeter on concrete surfaces, removing trash, spider webs, leaves and other litter. Porch/ledge areas are to be cleaned to ensure that they are free of dirt, litter, spills, etc.
- 2. Clean Exterior of Glass Entrance Areas:** Clean and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects and foreign material shall be cleaned.